

Memorandum

To: Panel Members Date: May 23, 2002

From: Charles Rufo, Manager
Peter DeMauro, General Counsel Analyst: J. Daunt

Subject: Proposed Amendment 1 for **Community Business School LLC**
(www.communitybusinessschool.com)

CONTRACTOR:

- Multiple Employer: Training Agency
- Training Project Profile: Job Creation: Training of Unemployed Workers
- Legislative Priorities: Displaced/Potentially Displaced Workers
- Type of Industry: Various Industries
- Repeat Contractor: Yes
- Union Representation: No
- Name and Local Number of Union representing workers to be Trained: NA

CONTRACT:

- Program Costs:
 - Present Program Costs:** \$283,500
 - Amendment Program Costs +:** \$212,625
 - Total Program Costs:** \$496,125
- Multiple Employer Support :
 - Present Contract Support (0 %):** \$0
 - Amendment Support (8 %):** \$13,575
 - Total Support :** \$13,575
- Substantial Contribution:
 - Present Contract Contribution:** \$0
 - Amendment Contribution +:** \$0
 - Total Contributions:** \$0
- Total ETP Funding: \$509,700
- In-Kind Contribution: \$306,071
- Maximum Contractor Charge: N/A per trainee

- Reimbursement Method: Fixed-Fee
- County(ies) Served: Modesto, Merced, San Joaquin, Butte & Tuolumne
- Duration of Agreement: 24 months

ACTIVE PROJECTS:

The following are current project statistics:

Agreement No.	Term	Agreement Amount	Number To be Retained	Number Enrolled	Number Completed Training	Number Hired (Complete for new hires only)	Number retained for 90 days
ET01-0169	04/02/2001-04/01/2003	\$283,500	100	100	88	64	32

Comments: *Community Business School anticipates that 100 percent of the Phase I (current) trainees will complete training and be retained in full-time employment before the end term date of the Agreement.*

NARRATIVE:

The Panel approved this Agreement at the March 22, 2001 Panel meeting. Through this amendment, Community Business School is requesting the training and placement of an additional 75 new-hire trainees as a Phase II.

Community Business School LLC is a private, postsecondary and vocational training facility (with BPPVE approval) providing occupational skills to individuals seeking new or enhanced employment. The school's sole training site is in Modesto. This Contractor has submitted an amendment request stating -

“Based on information from employers, Community Business School has determined that there is a high demand for specialized employees, especially in computer fields. School officials state that there continues to be a demand from area employers for employees trained in the skills included in the Agreement curriculum. Employers have increased needs for new hire candidates, who require this level of occupational training before being hired into positions that pay at least the \$9.12 per hour. The bulk of the participating employers are in Stanislaus County, designated as a high unemployment area.”

The training is in preparation for nine different occupations, each of which is represented in one of the nine curriculum modules, each consisting of 189 hours of only class/lab-training. The curriculum will not be changed under this amendment.

Community Business School will recruit and train an additional 75 individuals who have qualified to collect unemployment insurance compensation, who are collecting, or whose unemployment insurance compensation has expired within the 24 months previous to their start of training.

Supplemental Nature of Training

Community Business School's amendment request contains curriculum modules for training in preparation for specialized occupations. The seven technical computer-related curriculum modules are customized training courses designed in collaboration with participating employers. There will be no change in the curriculum under this amendment.

This training reflects the increasing demand among area employers for employees who can provide in-house information-technology support. Approximately 75 percent of the participating employers in this project are small businesses, with fewer than 100 employees. Their resources are limited, and thus they are not in a position to provide for their employees the level of computer training that is included in the curriculum. Because the participating employers have not provided this training in the past, and are not in a position to provide it on their own, the training included in this proposal therefore supplements rather than displaces current training done by the employers. Furthermore, the training would not occur in the form or manner shown in the curriculum without funds from the Employment Training Panel.

In addition, the training in this amendment request as well as in the original project addresses 1) an increasing need among local area businesses for employees with accounting and bookkeeping knowledge, and 2) businesses providing health care, for employees who possess the skills to run a medical office efficiently and smoothly. The curriculum contains the following two specific training modules: Technical Accounting Specialties; and Medical Workplace Management – Technical and Personal. Like the computer courses, these are customized courses designed in collaboration with participating employers. Again, these training courses supplement rather than displace current training done by the employers, because the employers are not in a position to provide the training on their own.

In-Kind Contributions

Phase 1:

When the original application was brought before the Panel in March 2001, Community Business School waived the ETP support costs and instead absorbed these costs as part of the Contractor's in-kind contribution. This Contractor contribution, in lieu of ETP support costs of eight (8) percent, was \$18,100. The employer contribution policy was enacted by the Panel on May 24, 2001, following approval of this agreement, and currently requires that all Multiple-Employer Contractor (MEC) agreements contribute at least 50 percent of the ETP-funded amount.

Phase 2:

Contractor:

The estimated Contractor's costs include the following: A) Costs associated with training materials (\$2,250), B) Project development and training needs assessments (\$34,131), C) Costs for additional classroom training provided by Community Business School (\$67,500), and D) Costs for continuous training and upgrading of skills provided by Community Business School to ETP trainees after they are hired (\$88,250). Based on these costs, the total estimated Contractor's contribution is \$192,131.

Participating Employers:

The estimated participating employers' costs include the following: A) Costs associated with providing additional training to newly hired ETP trainees after completion of training and during the employment retention period (\$3,500), and B) Wages paid to ETP trainees while they are being trained by participating employers (\$92,340). Based on these costs, the total estimated participating employers' contribution is \$95,840.

The total Contractor and participating employer contributions for Phase II are estimated at \$287,971, which is the sum of \$192,131 (Contractor's Phase 2 contribution), and \$95,840 (participating employers' Phase 2 contribution).

For Phase 1 and Phase 2, the total contributions are approximately \$306,071.

PROPOSED ACTION:

Staff recommends approval of this Amendment Request if funding is available and the project meets Panel priorities, due to the fact that another 75 unemployed individuals will receive training in skills that will allow them to re-enter the workforce in specialized occupations with enhanced job security and long-term career potential, in an area of the state where unemployment is higher than the statewide average.

TRAINING PLAN: Phase I

Grp/Trainee Type	Types of Training	No. Retain	No. Class/ Lab Video-conf. Hrs	No. CBT Hrs	No. SOST Hrs.	Cost per Trainee	Hourly Wage after 90 days
Job 1 – New Hires	Business Skills Computer Skills	100	189	0	0	\$2,835	*\$8.66-\$23.40
						<u>Range of Hourly Wages</u> *\$8.66-\$23.40	
						<u>Prevalent Hourly Wage</u> \$8.66	
						<u>Average Cost per Trainee</u> \$2,835	
<u>Health Benefit used to meet ETP minimum wage:</u> *Phase I: Wages for trainees will vary by participating employer and by county. Health, dental, and/or vision benefits may be added to meet the standard minimum hourly wage of \$8.66 for Modesto, Merced, San Joaquin, Butte, & Tuolumne.						<u>Turnover Rate</u> 20% or less	<u>% of Mgrs & Supervisors to be trained:</u> 0%

TRAINING PLAN: Phase II

Grp/Trainee Type	Types of Training	No. Retain	No. Class/ Lab Video-conf. Hrs.	No. CBT Hrs	No. SOST Hrs.	Cost per Trainee	Hourly Wage after 90 days
Job 2 – New Hires	Business Skills Computer Skills	75	189	0	0	\$3,016	*\$9.12-\$23.40
						<u>Range of Hourly Wages</u> *\$9.12-\$23.40	
						<u>Prevalent Hourly Wage</u> \$9.12	
						<u>Average Cost per Trainee</u> \$3,016	
<u>Health Benefit used to meet ETP minimum wage:</u> *Phase II: Wages for trainees will vary by participating employer and by county. Health, dental, and/or vision benefits may be added to meet the standard minimum hourly wage of \$9.12 for Modesto, Merced, San Joaquin, Butte, & Tuolumne.						<u>Turnover Rate</u> 20% or less	<u>% of Mgrs & Supervisors to be trained:</u> 0%



Community Business School

Curriculum

Each trainee will receive one of the following nine courses.

Title: **Operating Systems Analysis and Applications (Computer Skills)**

<u>Hours</u>	<u>Training</u>
22	Operating System Administration Logon processes Operating system installation Operating system upgrades Operating system patches
34	Setting Up User Accounts Establishing user accounts Organizing user accounts Permissions and group management of resources Operating system based domains
56	Administering User Account Methods for finding user accounts Managing user profiles Coordinating multiple profiles
57	Administering File Resources Sharing resources Permissions and shared folders Using shared resources and creating shared folders Troubleshooting problems accessing files
20	Interacting With Clients and Administrators and Customer Service Resolving client conflicts Improving client/business relations Communications skills training Telephone skills and managing multiple lines

Total: 189 Clock Hours

Title: **Object Linking and Embedding Software Applications (Computer Skills)**

<u>Hours</u>	<u>Training</u>
50	Principles of OLE: (Object Linking and Embedding) Definition of OLE Usage of OLE Integration of software Managing temporary files Multitasking and associated principles
50	Software Associated with OLE Origins of OLE Needs for OLE capabilities Integration techniques Embed objects Edit embedding objects
37	Tables and Cross-Program Data Integration Developing table indexes Integrating data from one software package to another Linked data vs. non-linked data Link files Edit a linked object Updating links
32	Hyperlinks and OLE through networks Creating and understanding hyperlinks Editing hyperlinks Activating hyperlinks Capturing and analyzing hyperlinks Converting hyperlinks into active buttons Converting hyperlinks into active text
20	Customer Service In A Computerized Setting Resolving customer conflicts Improving client/business relations Communications skills training Telephone skills and managing multiple lines

Total: 189 Clock Hours

Title: **Database Programming (Computer Skills)**

<u>Hours</u>	<u>Training</u>
42	Table Usage and Development Table creation Field manipulation Data types and limitations Query generation Query manipulation Simple sorts vs. compound sorts Boolean sorts
42	Database Linkage Setting sub datasheets Enforcing referential integrity of data Entering wildcards Using wildcards Filtering record subsets
43	Report Generation and Editing Tabulation of data Truncating fields Combining fields Statistical analysis of data Setting filters for reports Formatting of reports
39	Data Development Data collection Database Optimization Using checksums and other standards Data access pages
23	Customer Service for Computerized Setting Resolving client conflicts Overcoming client misunderstandings Improving client/business relations Communications skills training Telephone skills and managing multiple lines How to clarify client needs

Total: 189 Clock Hours

Title: **Microcomputer Principles and Operations (Computer Skills)**

<u>Hours</u>	<u>Training</u>
20	Software and User Interface Prerequisites Interface overview Operating system accessories Comparing and contrasting software suites
20	Customer Service for Computerized Setting Resolving customer conflicts Improving client/business relations Communications skills training Telephone skills and managing multiple lines
48	Computerized Administration Timed backups Multitasking operations Software integration Managing dialog boxes File organization Monitoring event logs
33	LAN Management Administering printers Sharing printers Using remote computers
38	Managing Data Storage Compressing files and folders Monitoring disk quotas Managing disk space
30	Archiving Data Techniques available for archiving Media for backups Software for backups Backing up an entire system Backing up selected data Restoring data from backups

Total: 189 Clock Hours

Title: **Spreadsheet Design and Development (Computer Skills)**

<u>Hours</u>	<u>Training</u>
49	Advanced Spreadsheet Development Three-dimensional sheets Selecting from a variety of standard layouts Creating customized layouts Developing and using pivot tables Developing and using multi-variable input tables
48	Developing and Using Multiple Sheets Cross sheet formulae Map development Graphing data Charting
20	Customer Service for Computerized Setting Resolving customer conflicts Improving client/business relations Communications skills training Telephone skills and managing multiple lines
39	Data Development Data collection Database Optimization Using checksums and other standards Integrating spreadsheets into web pages
33	Cross Linking Embedding files into the spreadsheet Linking workbooks across files Boolean sorting techniques

Total: 189 Clock Hours

Title: **Computer Hardware/Software Technical Systems (Computer Skills)**

<u>Hours</u>	<u>Training</u>
39	Software diagnosis and installation Selection and installation of software drivers Upgrading systems software F-disk and hard disk preparation Operating system installation
39	Hardware diagnosis and problem solving, tools, parts training Managing Data Storage Computer systems assembly Software diagnosis of hardware issues
22	Operating System Administration Logon processes Operating system installation Operating system patches
39	Interface devices Input devices Output devices Storage devices
6	Vocabulary Terms and Usage Acronyms Specialized computer terms
24	Archiving Data Techniques available for archiving Media and software for backups Backing up an entire system Backing up selected data Restoring data from backups
20	Customer Service for Computer Technicians Resolving customer conflicts Improving client/business relations Communications skills training Telephone skills and managing multiple lines

Total: 189 Clock Hours

Title: **Medical Workplace Management – Technical and Personal (Business Skills)**

<u>Hours</u>	<u>Training</u>
40	The Computerized Medical Office Calendaring Appointment setting Maintain hospital rounds reports Generating schedules Flow of information in a medical office Managed care Electronic data interchange Electronic medical records
30	Building a Patient File New patient entry and account maintenance Guarantor information
40	Payables and Receivables Billing routines Posting payments and adjustments Patient billing Aging of accounts Reporting information Insurance payments
20	Customer Service In The Medical Office Setting Resolving customer conflicts Improving client/business relations Communications skills training Telephone skills and managing multiple lines
39	Posting Patient Entries Posting entries and ailment details Printing daily reports Advancing the date in the computerized journal Editing prior entries
20	Medical Terminology Latin roots of terminology Most commonly used terms Researching new terms

Total: 189 Clock Hours

Title: Technical Accounting Specialties (Business Skills)

<u>Hours</u>	<u>Training</u>
40	Chart of Accounts Types of accounts and their usage Creating accounts Maintaining accounts Balancing and reconciling accounts
40	GAAP (Generally Accepted Accounting Principles) Vocabulary Double entry bookkeeping Debits and credits Using undeposited funds account
22	Payroll and Human Resources Needs Setting up a payroll system Annual tax tables Setting up withholding taxes Employer contributions
20	Customer Service for Computerized Setting Resolving customer conflicts Improving client/business relations Communications skills training Telephone skills and managing multiple lines
37	Report Generation Analyzing data and reports Profit and loss statements Developing balance sheets Reading balance sheets
30	Data Manipulation Importing data into accounting systems Exporting data from accounting systems Carrying data from one application to another Creating archives Restoring from archives

Total: 189 Clock Hours

Title: Web Page Design and Development (Computer Skills)

<u>Hours</u>	<u>Training</u>
32	Protocols for Web Pages File Transfer Protocol and its uses Freeware, shareware and public domain software
49	Web Page Construction Defining a web page HTML (Hypertext Markup Language) Inserting hyperlinks Editing hyperlinks Web page legal issues
20	Customer Service Through Web Sites Resolving customer conflicts Improving client/business relations Communications skills training Telephone skills and managing multiple lines
38	Web Page Application Design Hierarchical construction of web pages Outlining web pages Incorporating web pages with other files
30	Transmission Of Web Pages Uploading web pages Monitoring dead links Web page maintenance Using outside utilities to maintain web pages
20	Design and Web Page Layouts Contemporary design patterns for web pages Customizing buttons Customizing links Artistic layouts

Total: 189 Clock Hours

**Participating Employers in Retrainee/New Hire
Multiple Employer Contracts**

Contractor's Name: Community Business School LLC
Reference No: 01-0065

CCG No.: ET 01-0169
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PRINT OR TYPE

Company: Medical America Billing

Address: 1601 Cummins #D

City, State, Zip: Modesto, CA 95356

Contact Person/Title: Heather Gillespie/ Human Resources

Telephone No.: 209-491-7700

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 230

Company: Modesto Saw & Knife

Address: 609 "G" Street

City, State, Zip: Modesto, CA 95354

Contact Person/Title: Frank Cantele/ Owner

Telephone No.: 209-529-8996

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: < 100

Company: Casey Moving Systems

Address: P.O. Box 6

City, State, Zip: Ceres, CA 95307

Contact Person/Title: Kathy Casey/ Co-Owner

Telephone No.: 209-581-9073

Collective Bargaining Agreement(s): No

Estimated #of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 25

**Participating Employers in Retrainee/New Hire
Multiple Employer Contracts**

Contractor's Name: Community Business School LLC
Reference No: 01-0065

CCG No.: ET 01-0169
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PRINT OR TYPE

Company: Professional Billing Management Services

Address: 220 Staniford Avenue, Suite F

City, State, Zip: Modesto, CA 95350

Contact Person/Title: Tonya Reyes/ Personnel Manager

Telephone No.: 209-579-5628

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 17

Company: American Building Company

Address: 1620 Carpenter Road, Suite D53

City, State, Zip: Modesto, CA 95354

Contact Person/Title: R.M. Seifert/ Regional Office Manager

Telephone No.: 209-578-4200

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 34

Company: Stewart Title

Address: 1401 "I" Street

City, State, Zip: Modesto, CA 95354

Contact Person/Title: Joanne Prudot/ Administrative Assistant

Telephone No.: 209-529-8550

Collective Bargaining Agreement(s): No

Estimated # of employees to be retrained or hired under this Agreement: 5

Total # of full-time company employees worldwide: 45

Participating Employers in Retrainee/New Hire
Multiple Employer Contracts

Contractor's Name: Community Business School LLC
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Participating Employers in Retrainee/New Hire Multiple Employer Contracts

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PRINT OR TYPE

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